

25th October 2016

Dear Parish Council,

Citizens Advice LeicesterShire provides free and independent advice services in the Leicestershire districts of Blaby, Oadby & Wigston, Melton, Harborough, Hinckley & Bosworth and North West Leicestershire. Our organisation serves a population in excess of 490,000 in the districts we serve supported by over 150 volunteers drawn from local communities, and delivering services from seven main county branches and eight outreaches. In 2015/16 we dealt with over 16,000 clients with 34,000 issues. A recent survey indicated that 98% of clients are happy with the service we provide.

We continue to be thankful for our local government funding as we are a charity that operates completely without central government support. In other words, unless we raise all our finances locally we cannot continue to provide core services.

Many Parishes have supported us on an annual basis and we have always been indebted for the contributions which are made. We are once more asking you to consider making Citizens Advice LeicesterShire a grant this year to help maintain our vital service. With the help of your grant we will be able to continue to provide a positive impact to the people who need it most.

In 2015/16, **for every £1 invested** in Citizens Advice we generated at least:

- **£8.08 in public value** through improvements in participation and productivity for clients and volunteers.
- **£10.97 in benefits to individuals** Income gained through benefits gained, debts written-off and consumer problems resolved.

As well as supporting people with the problems they face, we have become proactive in developing individuals to become more competent and independent. For example, we help people with their financial literacy and I.T skills so they become more able to manage their own personal circumstances and can engage effectively in a modernising society. With the role out of Universal Credit continuing, personal budgeting and I.T skills will become paramount for much of the population.

We hope that you will be able to help support us and please don't hesitate to get in touch if you would like any more information. Thank you for your consideration.

Yours Faithfully,



Chief Executive Richard Evans

Serving Leicester city and the districts of Blaby, Harborough, Hinckley & Bosworth, Melton, North West Leicestershire and Oadby & Wigston.

Citizens Advice LeicesterShire is an operating name of LeicesterShire Citizens Advice Bureau.
Charity registration number 1135081. Company limited by guarantee. Registered number 07186736 England. Authorised and regulated by the Financial Conduct Authority FRN: 617648.
Registered office: 60 Charles Street, Leicester, LE1 1FB

For details of our complaints process please write to us or email contact@citizensadviceleicestershire.org





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***Please make cheques payable to Citizens Advice LeicesterShire
BACS sort code 08-92-99 a/c 65395776***

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